HISTORY OF QUALITY ASSURANCE

- **Prior to 1970s**
- **AFR 400-28/AFR 70-9**
- **AFMAN 64-108**
- **AFI 63-124**

PHILOSOPHY OF SERVICE CONTRACTING

- **Reasons for Change**
  - **Acquisition reform principles**
  - **Implementing commercial practices**
  - **QAE program concerns**
  - **Cuts in funding**
  - **Increased outsourcing**

STANDARDS OF CONDUCT

- **Government Standards of Conduct**
- **Bribery**
- **Gratuities**

Code of Ethics for Government Service

Any person in Government service should:

Put loyalty to the highest moral principles and to country above loyalty to persons, party, or Government department.

Uphold the Constitution, laws, and regulations of the United States and of all governments therein and never be a party to their evasion.

Give a full day's labor for a full day's pay; giving earnest effort and best thought to the performance of duties.

Seek to find and employ more efficient and economical ways of getting tasks accomplished.

Never discriminate unfairly by dispensing of special favors or privileges to anyone, whether for remuneration or not; and never accept, for himself or herself or for family members, favors and benefits under circumstances which might be construed by reasonable persons as influencing the performance of governmental duties.

Make no private promises of any kind binding upon the duties of office, since a Government employee has no private word, which can be binding on public duty.

Never engage in any business with the Government, either directly or indirectly, which is inconsistent with the conscientious performance of governmental duties.

Never use any information gained confidentially in the performance of government duties as a means for making private profit.

Expose corruption wherever discovered.

Uphold these principles, ever conscious that public office is a public trust.

NOTE: AIR FORCE PERSONNEL MAY SEEK ADDITIONAL CLARIFICATION OF THE ETHICS AND RELATED STATUES FROM THE LEGAL OFFICE THAT SERVICES THEIR ORGANIZATION OR ACTIVITY. REMEMBER, IGNORANCE IS NEVER A VALID EXCUSE FOR WRONGDOING.

The Contracting Officer

- **Ensure all legal and regulatory guidance is followed**
- **Ensure adequate funds are available**
- **Ensure contractors are treated fairly and impartially**
- **Get advice from specialists**
- **Ensure compliance with the terms of the contract**
- **Safeguard the interests of the US in its contractual relationships**
- **Delegates authority for inspection and/or acceptance**
- **Informs the contractor of the names, duties and limitations of authority for QA personnel**

FUNCTIONAL DIRECTOR/FUNCTIONAL COMMANDER

- **Assigns QA personnel**

- **Prepares and coordinates exemptions from AFI 63-124**

FUNCTIONAL DIRECTOR/FUNCTIONAL COMMANDER

- **Squadron commander or director**
- **Assigns competent and capable functional experts to the BRAG**
- **Ensures the development and delivery of the requirements package**

QUALITY ASSURANCE PROGRAM COORDINATOR

- **Coordinator for the FD/FC**
- **Provides training to QAP and FC/FD**

QUALITY ASSURANCE PERSONNEL

- **A primary and alternate should be assigned**
- **QAP duties take precedence over all other duties**
- **QAP must be appointed and trained prior to assuming QA responsibilities Recommend improvements to the QASP and SOW**
- **Participate as a member of the BRAG**

QUALITY ASSURANCE PERSONNEL

- **Evaluate and document contractor’s performance IAW the QASP**
- **Notify the CO of any performance deficiencies**
- **Maintain surveillance documentation**

UNAUTHORIZED COMMITMENTS

An agreement that is not binding solely

because the government representative who

made it lacked the authority to enter into

agreement on behalf of the

government

RATIFICATIONS

The act of approving an unauthorized commitment by an official who has the authority to do so

Certain circumstances must exist before the ratifying authority can ratify an unauthorized action

RELEASE OF INFORMATION

- **General Information**

- **Advance Acquisition Information**

Freedom of Information Act

Specifies how federal agencies will make their records available for public review

BUSINESS REQUIREMENTS AND ADVISORY GROUP

Customer-focused multifunctional team, instituted under the authority of the installation commander, which plans and manages service contracts throughout the life of the requirement

BUSINESS REQUIREMENTS AND ADVISORY GROUP

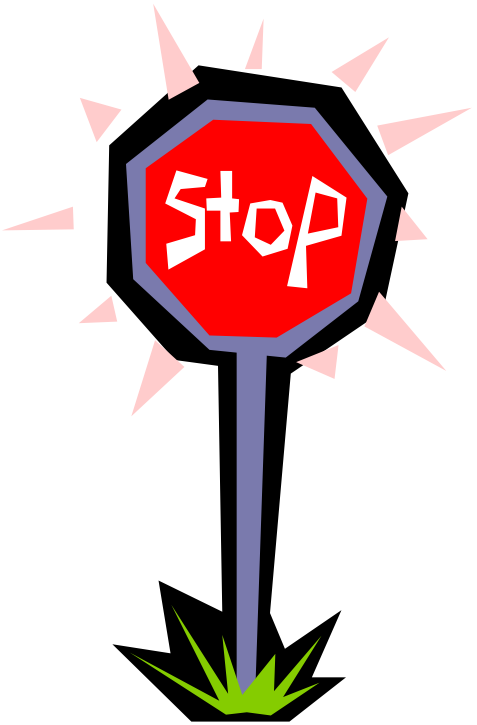
- **Personnel Assigned to the BRAG**
  - **Maintain functional knowledge**
  - **Continue professional education**
  - **Provide functional continuity and stability**

THE BRAG

A BRAG is required for every requirement operating under AFI 63-124

BRAG

There are no exemptions to forming BRAGs



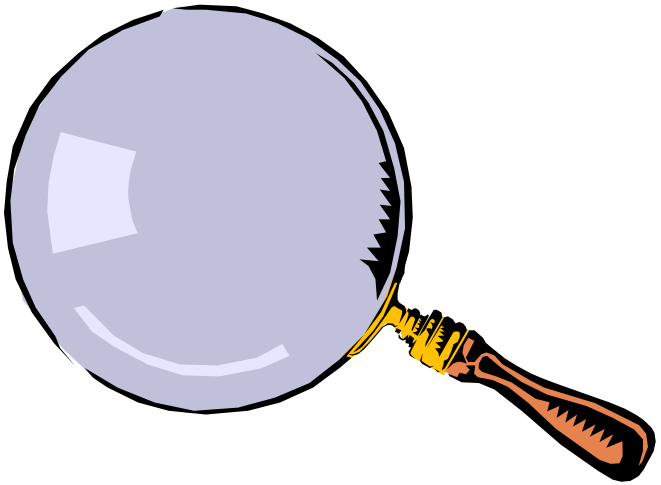
INSPECTION OF SERVICES CLAUSE

- **States the contractor's and government's rights and responsibilities**

- **AFI 63-124 requires an Inspection of Services clause for every service contract**

INSPECTION OF SERVICES 52.246-4

- **Definition**
- **Contractor’s rights**
- **Government right’s and remedies**



INSIGHT VS OVERSIGHT

<u>Oversight</u>

Watchful care or management, supervision

<u>Insight</u>

The capacity to discern the true nature of a situation, penetration

INSIGHT

- **On-going surveillance of a contractor's key processes and the deliverable product**

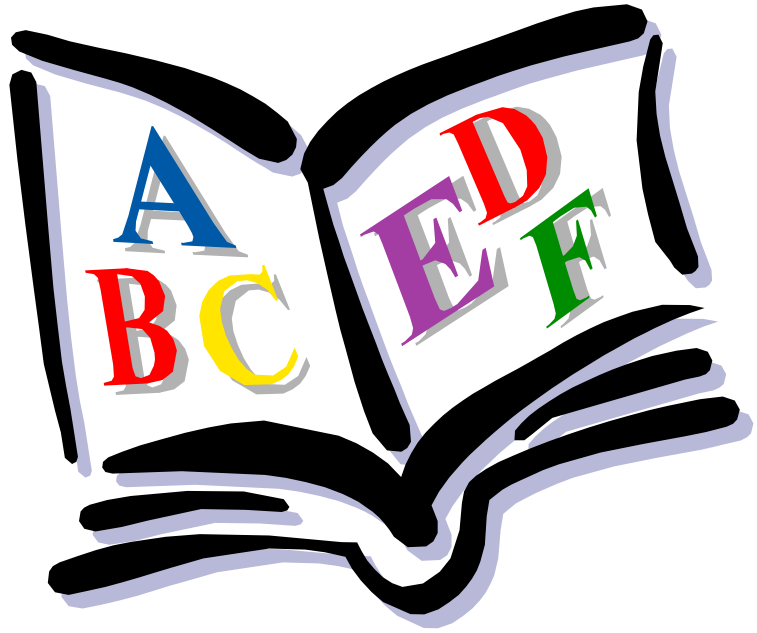
- **Moves us away from "fixing the problem" to "fixing the cause"**

CUSTOMER COMPLAINTS

- **Can be used to validate information obtained through other sources**
- **Need to be validated**
- **Customer training**

Contractor Performance Assessment Report

- **Annual requirement**
- **Contracts at or over $1,000,000**
- **AFMC Form 162A-1**



Contractor Performance Assessment Report

- **Completed by BRAG**
- **Sent to contractor for review and comment**
- **PPI is “For Official Use Only”**